

Consolidated Technology Services

Customer Account Managers

Effective customer engagement and customer satisfaction are critical to Consolidated Technology Services' (CTS) mission. CTS has heard our customers emphasize the importance of providing responsive customer service and providing the customer a single point of contact within CTS. With this in mind, CTS has formed a Customer Relationship Team focused on ensuring that agencies receive the highest level of customer service possible. The Customer Relationship Team includes three dedicated Customer Account Managers whose objective is to establish and maintain customer relationships while working to ensure a high level of satisfaction with CTS products and services.

Purpose

Customer Account Managers will serve as the primary point of contact for customers with CTS, making sure CTS is being responsive to customers' needs. They will manage the interactions with CTS customers and ensure their business needs are clearly understood. Customer Account Managers will help customers navigate the various CTS service offerings, and assist them in determining whether their business needs can be met by CTS. They will also provide feedback and recommendations to CTS Service Owners regarding improvements in the pricing and delivery of quality products and services.

Benefits

Having an assigned Customer Account Manager has many benefits:

- Customer Account Managers are the customers' primary point of contact with CTS. They are responsible for the over-arching relationship with customers and are the liaison and customer advocate to CTS.
- Customer Account Managers are committed and responsive to customer satisfaction.
- They work closely with CTS executive leadership, its Chief Technology Officer, Service Owners, and technical teams to ensure that customer business needs are being met.
- They work closely with customers to understand their business needs, goals, and objectives, to inform CTS about how CTS' products and service offerings align with the customers' needs.
- Based upon customer feedback, they provide advice and consultation to CTS resulting in higher quality and more reliable services to customers at competitive prices.
- Customer Account Managers provide a streamlined approach to accessing CTS' products and services.

Meetings

The customer relationship will begin with an initial meeting with the customer and the assigned Customer Account Manager to discuss their goals and business needs, and how CTS can partner with them through the use of CTS products and services. The customer's executive leadership and CTS Director may participate in the meeting when feasible. Customer Account Managers will continue to work with each of their customers on an ongoing basis by establishing regular meetings that are mutually agreed upon and that meet the customers' needs.

Contact

Contact information for your organization's assigned Customer Account Manager can be found in [Customer Account Manager Assignments](#) or by visiting <http://cts.wa.gov/resources/>. If your organization has not been assigned a Customer Account Manager, please contact the CTS Service Desk at (360) 753-2454 or send an email to ServiceDesk@cts.wa.gov.